

UNITED STATES OF AMERICA  
Before The  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

RECEIVED  
Oct 26 3 33 PM '99  
POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

Complaint of John Westfall

)

Docket No. C2000-1

OFFICE OF THE CONSUMER ADVOCATE  
REPORT IN RESPONSE TO ORDER NO. 1266  
(October 26, 1999)

---

The Office of the Consumer Advocate ("OCA") hereby reports on the progress of discussions to explore a potential settlement of the Complaint of John Westfall concerning the denial of his request to receive his mail by non-city delivery carrier service.

The Commission's notice and order on the complaint appointed OCA to act as a finder of the facts and the facilitator of a possible negotiated settlement in this matter. The order also requested that OCA provide a status report to the Commission by October 26, 1999. This responds to that request.

OCA has been in contact with Perry R. Lund, counsel for the complainant, Mr. Westfall, and has gathered documents concerning this matter from Mr. Lund. OCA has also gathered background material on the problem from the Marquette office of Senator Spencer Abraham, and has been in contact with personnel in Sen. Abraham's Washington office concerning Mr. Westfall.

OCA provided the Postal Service with copies of all materials and information received and has had a number of discussions concerning the complaint with counsel for the Postal Service. OCA has been informed that the Postal Service has also had discussions with Mr. Lund. OCA has also received and discussed with the Postal Service the various rules and regulations governing rural delivery service.


The Postal Service has been diligent and cooperative with the OCA in this matter and is intent upon trying to find a resolution to the problem. At this time, the Postal Service headquarter's employee who has been assigned to investigate the issues raised by Mr. Westfall's complaint has been out of the office for a period of time for health reasons. Although she is expected to return in the near future, the Postal Service has stated that it will need some time after that for further internal discussions on possible means to resolve the matter.

Although OCA cannot report a resolution of the complaint at this time, OCA is cautiously optimistic that a resolution is possible. OCA will continue to engage in a dialogue with the Postal Service, counsel for Mr. Westfall, and other

interested parties, as necessary. OCA will report promptly to the Commission any further developments. In any event, a further progress report will be filed by November 16, 1999.

Respectfully submitted,

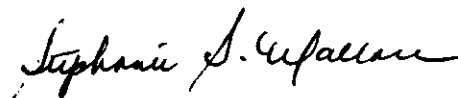
OFFICE OF THE CONSUMER ADVOCATE

A handwritten signature in cursive script, appearing to read "Ted P. Gerarden", written over a horizontal line.

Ted P. Gerarden  
Director

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the rules of practice.

A handwritten signature in cursive script, appearing to read "Stephanie S. Wallace", written over a horizontal line.

Stephanie S. Wallace

Washington, D.C. 20268-0001  
October 26, 1999